



Enviro All-in-One

Residential search report

Professional findings



Coal Mining
None identified

Page 5



Contaminated Land Liability
Passed

Page 4



Flood Risk
Low

Page 10

Addresses the Law Society guidance on Coal mining risks, Contaminated Land and Flood risk.

Site plan



Further guidance



Other Ground Stability
Identified

page 4



Radon
Passed



Planning Constraints
Not identified

Screenings



Energy
Identified

page 12



Transportation
Not identified



Planning Applications
Identified

page 14

Full assessments for these risks are available in other Groundsure searches including the Groundsure Avista 7 in 1 report. Contact Groundsure or your search provider for further details.

Useful contacts

London Borough of Newham:
<http://www.newham.gov.uk/>
customer.services@newham.gov.uk
020 8430 2000

Environment Agency National Customer
Contact Centre (NCCC):
enquiries@environment-agency.gov.uk
03708 506 506

Overview of findings and recommendations



Coal mining

According to the records held by the Coal Authority at the time the report was produced, the search report did not identify any areas of concern regarding coal mining.

Environmental Findings

To save you time when assessing the report, we only provide maps and data tables of features within the search radius that we have identified to be of note. These relate to environmental risks that may have liability implications, affect insurance premiums, property values and/or a lender's willingness to lend.

You can view the fully comprehensive library of information we have searched on **page 16**.



Flood Risk

Groundwater Flooding

A risk of groundwater flooding has been identified at the site. This will be more of an issue for properties with a basement or other section below ground. Further advice on groundwater flooding has been produced by the Environment Agency and the Local Government Association and can be found at

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/297421/flho0911bugi-e-e.pdf



Ground stability

The property is indicated to lie within an area that could be affected by natural ground subsidence. You should consider the following:

- carry out a visual inspection of the property looking out for cracks and other signs of subsidence
- have a structural survey conducted by a Structural Surveyor to clarify whether or not the property is being affected by any of the risks presented in this report

- contact the relevant Local Authority departments (e.g Planning department, Building Regulations) to ask for records of the property and local area relating to subsidence
- check whether your property benefits from an NHBC guarantee or other environmental warranty that often covers structural issues
- remember that professional advice should be sought before altering the ground in any way at the property, including the planting of trees

Other considerations

These are potential actions associated with non-environmental search returns such as mobile masts and planning constraints.



Planning

Mobile phone masts

The property lies within 250m of an existing or planned mobile phone mast. Next steps for consideration:

- ensure the presence of a mobile phone mast near the property is considered before the transaction completes

Environmental summary



Environmental searches are designed to ensure that significant hazards and risks associated with this property are identified and considered alongside the investment in or purchase of a property.

Please see [page 2](#) for further advice.



Contaminated Land

No significant concerns have been identified as a result of the contaminated land searches.

Contaminated Land Liability	Passed
Past Land Use	Passed
Waste and Landfill	Passed
Current and Recent Industrial	Passed



Flood Risk

Property's overall risk assessment for river, coastal, surface water and groundwater flooding is low.

Further explanation of flood risk assessment can be seen in the Flood information on [page 19](#).

River and Coastal Flooding	Very Low
Groundwater Flooding	Moderate
Surface Water Flooding	Negligible
Past Flooding	Not identified
Flood Storage Areas	Not identified

FloodScore™

Low

The rating is compiled by Ambiental, a leading flood risk analysis company. Please see [page 19](#)



Ground stability

The property is assessed to have potential for natural or non-natural ground subsidence.

Please see [page 11](#) for details of the identified issues.

Natural Ground Stability	Moderate-High
Non-Natural Ground Stability	Not identified



Radon

Local levels of radon are considered normal. Percentage of affected homes in your local area is: Less than 1%.

Not in a radon affected area

Coal Mining



This report is based on, and limited to, the records held by the Coal Authority, at the time we answer the search.

Key

Approximate position of
enquiry boundary shown



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Detailed findings

1. Past underground coal mining

The property is not within a surface area that could be affected by any past recorded underground coal mining.

2. Present underground coal mining

The property is not within a surface area that could be affected by present underground mining.

3. Future underground coal mining

The property is not in an area where the Coal Authority has received an application for which it is current considering whether to grant a licence to remove or work coal by underground methods.

The property is not in an area where a licence has been granted to remove or otherwise work coal using underground methods.

The property is not in an area likely to be affected from any planned future underground coal mining.

No notices have been given, under section 46 of the Coal Mining Subsidence Act 1991, stating that the land is at risk of subsidence.

4. Mine entries

There are no recorded coal mine entries known to the Coal Authority within or within 20 metres, of the boundary of the property.

5. Coal mining geology

The Coal Authority is not aware of any damage due to geological faults or other lines of weakness that have been affected by coal mining.

6. Past opencast coal mining

The property is not within the boundary of an opencast site from which coal has been removed by opencast methods.

7. Present opencast coal mining

The property does not lie within 800 metres of the boundary of an opencast site from which coal is being removed by opencast methods.

8. Future opencast coal mining

There are no licence requests outstanding to remove coal by opencast methods within 800 metres of the boundary.

The property is not within 800 metres of the boundary of an opencast site for which a licence to remove coal by opencast methods has been granted.

9. Coal mining subsidence

The Coal Authority has not received a damage notice or claim for the subject property, or any property within 50 metres of the enquiry boundary, since 31 October 1994.

There is no current Stop Notice delaying the start of remedial works or repairs to the property.

The Coal Authority is not aware of any request having been made to carry out preventive works before coal is worked under section 33 of the Coal Mining Subsidence Act 1991.

10. Mine gas

The Coal Authority has no record of a mine gas emission requiring action

11. Hazards related to coal mining

The property has not been subject to remedial works, by or on behalf of the Coal Authority, under the Emergency Surface Hazard Call Out procedures.

Additional remarks

Information provided by the Coal Authority in this report is compiled in response to the Law Society's CON29M Coal Mining enquiries. The said enquiries are protected by copyright owned by the Law Society of 113 Chancery Lane, London WC2A 1PL. This report is prepared in accordance with the Law Society's Guidance Notes 2018, the User Guide 2018 and the Coal Authority's Terms and Conditions applicable at the time the report was produced.

Insurance is included as part of this residential report to cover loss in property value arising from any changes in the information contained in this report. Please refer to the attached certificate of insurance for the terms and conditions of this insurance. The insurance does not cover non-residential property or further recommended reports.

Disclaimer

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Alternative formats

If you would like the coal mining section of this report in an alternative format please contact the Coal Authority's communications team on 0345 888 888 or email communications@coal.gov.uk.

Coal Mining Report Insurance Policy



On behalf of the insurer

Schedule

Policy number: **26176053**

The insurer: **Liberty Legal Indemnities – underwritten by Liberty Mutual Insurance Europe SE**

Binding Authority contract number:

Property:

Reference: **81003106112001**

Limit of cover: **£50,000**

Dated: **16 October 2019**

This policy and schedule shall be read together and any word or expression to which a specific meaning has been attached in either shall bear such meaning where it may appear.

Where a Coal Mining Report has been obtained in connection with a sale of the property, cover is provided for the benefit of a purchaser and lender; in the case of a re-mortgage or where the existing owner chooses to obtain a Coal Mining Report, cover is provided for the benefit of the owner and their lender.

The policy offers protection against loss sustained by the owner of the property if any new problems or adverse issues are revealed in a subsequent Coal Mining Report which were not revealed by the original report to which the policy was attached.

The insured shall comply with the requirements of the Conditions of this Policy.

Coal Mining Report Terms and Conditions can be viewed online at this link:

<https://staging.groundstability.com/insurance/terms/20190404/terms.html>

Flood Risk



Groundwater flooding



Ambiental data indicates that the property is in an area with a moderate risk of groundwater flooding. Should a 1 in 100-year groundwater flood event occur, groundwater levels may affect basement areas. Properties without basements are not considered to be at risk from this level of groundwater flooding.

Some of the responses contained in this report are based on data and information provided by the Natural Environment Research Council (NERC) or its component body British Geological Survey (BGS). Your use of any information contained in this report which is derived from or based upon such data and information is at your own risk. Neither NERC nor BGS gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including for negligence) arising from its use is excluded to the fullest extent permitted by law. Your use of the data/report/assessment constitutes your agreement to bring no claim against NERC or BGS in connection with it.

Other ground stability



Natural ground subsidence



Natural ground subsidence

The property, or an area within 50m of the property, has a moderate to high potential for natural ground subsidence. This rating is derived from the British Geological Survey's GeoSure database, and is based upon the natural qualities of the geology at the site rather than any historical subsidence claims or events. Additionally, this data does not take into account whether buildings on site have been designed to withstand any degree of subsidence hazard.

Please see [page 2](#) for further advice.

Surveyors are normally aware of local problem areas in relation to subsidence, however, this data provided by the British Geological Survey (BGS) can highlight areas where a significant potential for natural ground subsidence exists and whether it may need particular consideration. The term "Subsidence" refers to ground movement that could cause damage to foundations in domestic or other properties.

Energy summary



The property has been identified to lie within 5km of one or more energy features. The Enviro-All-in-One report summarises these on this page.

If required, full details on these energy features including a detailed location plan relative to the property are available when you purchase a Groundsure Energy and Transportation Report via your preferred searches provider.



Oil and Gas

No historical, active or planned wells or extraction areas (such as fracking sites) identified near the property.

Oil and Gas Areas
Oil and Gas Wells

Not identified
Not identified



Wind and Solar

Our search of existing and planned renewable wind and solar infrastructure has identified results.

Planned Multiple Wind
Turbines

Identified

Planned Single Wind Turbines

Identified

Existing Wind Turbines

Identified

Proposed Solar Farms

Not identified

Existing Solar Farms

Identified



Energy Infrastructure

Our search of major energy transmission or generation infrastructure and nationally significant infrastructure projects has not identified results.

Power stations

Not identified

Energy Infrastructure
Projects

Not identified
Not identified

Transportation summary



The property has not been identified to lie within the specified distance of one or more of the transportation features detailed below.

If required, full details on these transportation features including a detailed location plan relative to the property are available when you purchase a Groundsure Energy and Transportation Report via your preferred searches provider.



HS2

No results for Phase 1 or Phase 2 of the HS2 project (including the 2016 amendments) have been identified within 5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future.

HS2 Route	Not identified
HS2 Safeguarding	Not identified
HS2 Stations	Not identified
HS2 Depots	Not identified
HS2 Noise	Not assessed
HS2 Visual impact	Not assessed



Crossrail

The property is not within 250 metres of either the Crossrail 1 or Crossrail 2 project.

Crossrail 1 Route	Not identified
Crossrail 1 Stations	Not identified
Crossrail 1 Worksites	Not identified
Crossrail 2 Route	Not identified
Crossrail 2 Stations	Not identified
Crossrail 2 Worksites	Not identified
Crossrail 2 Safeguarding	Not identified
Crossrail 2 Headhouse	Not identified



Other Railways

The property is not within 250 metres of any active or former railways, subway lines, DLR lines, subway stations or railway stations.

Active Railways and Tunnels	Not identified
Historical Railways and Tunnels	Not identified
Railway and Tube Stations	Not identified
Underground	Not identified

Planning summary



Planning Applications

Using Local Authority planning information supplied and processed by Glenigan dating back 10 years, this information is designed to help you understand possible changes to the area around the property. Please note that even successful applications may not have been constructed and new applications for a site can be made if a previous one has failed. We advise that you use this information in conjunction with a visit to the property and seek further expert advice if you are concerned or considering development yourself.

14 Total applications

This total includes large developments within 250 m, small developments within 75 m and house extensions within 50 m. If required, full details on these applications including a detailed location plan relative to the property are available when you purchase a Groundsure Planning Report via your preferred searches provider.



Planning constraints

No protected areas have been identified within 50 metres of the property. Protected areas include nature reserves and other conservation areas.

Environmental Protected Areas	Not identified
Visual and Cultural Protected Areas	Not identified



Telecoms

There are mobile masts, mobile phone base stations or planning applications for mobile masts identified within 250 metres of the property.

Mobile phone masts	Identified
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If required, full details on these Telecoms results are available when you purchase a Groundsure Planning Report via your preferred searches provider.

Mobile phone masts



Mobile phone masts

There is a mobile phone mast within 29m of the property. See below for details of the mast and its location. Please note that this data may be incomplete or out of date and Groundsure recommends checking for any entries in the Mobile Phone Mast Planned section, as masts added since 2012 may appear there instead.

ID	Distance	Direction	Operator	Type	Antenna	Band	Power(dBW)
2	29 m	E	T-Mobile	GSM	59	1800	26
7	116 m	NE	O2	GSM	5	900	13.33
13	237 m	SE	O2	UMTS	6	2100	19

This database is taken from Ofcom's Sitefinder database, the Government's database of mobile phone base stations. The last update to this database was applied in May 2012, although some operators ceased providing updates some years before then. Neither Ofcom nor Groundsure can accept any liability for any inaccuracies or omissions in the data provided within Sitefinder. The most recent update is based on the following datasets received at the specified times by Ofcom: O2 (May 2012), Network Rail (April 2012), Hutchison (February 2012), Vodafone (October 2011), Airwave (February 2010), Orange (February 2010) and T-Mobile (August 2005). Sites added since these dates will not appear in the database.

Mobile phone masts planning records

Planning permission has been sought for a new mobile phone mast within 227m of the property.

As this information is normally updated quarterly, the mast could already have been built or may be in the planning stages. Further details on the progress of the application should be available on the Local Authority's planning website.

ID	Distance	Direction	Applicant Detail	Details
11	227 m	W	No Details 07/05/2019 Sitec Infrastructure Services Ltd	Scheme comprises notification under the electronic communications code regulations 2003 (as amended) to utilise permitted development rights - proposed development at ee limited existing telecommunications installation.

Datasets searched

This is a full list of the data searched in this report. If we have found results of note we will state "Identified". If no results of note are found, we will state "Not identified". Our intelligent filtering will hide "Not identified" sections to speed up your workflow.

Contaminated Land	
Former industrial land use (1:10,560 and 1:10,000 scale)	Not identified
Former tanks	Not identified
Former energy features	Not identified
Former petrol stations	Not identified
Former garages	Not identified
Former military land	Not identified
Former landfill (from Local Authority and historical mapping records)	Not identified
Waste site no longer in use	Not identified
Active or recent landfill	Not identified
Former landfill (from Environment Agency Records)	Not identified
Active or recent licensed waste sites	Not identified
Recent industrial land uses	Not identified
Current or recent petrol stations	Not identified
Hazardous substance storage/usage	Not identified
Sites designated as Contaminated Land	Not identified
Historical licensed industrial activities	Not identified
Current or recent licensed industrial activities	Not identified
Local Authority licensed pollutant release	Not identified
Pollutant release to surface waters	Not identified
Pollutant release to public sewer	Not identified
Dangerous industrial substances (D.S.I. List 1)	Not identified

Contaminated Land	
Dangerous industrial substances (D.S.I. List 2)	Not identified
Pollution incidents	Not identified

Flood Risk	
Risk of flooding from rivers and the sea	Not identified
Flood storage areas: part of floodplain	Not identified
Historical flood areas	Not identified
Areas benefiting from flood defences	Not identified
Flood defences	Not identified
Proposed flood defences	Not identified
Surface water flood risk	Not identified

Groundwater flooding	Identified
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Ground stability	
Natural ground subsidence	Identified
Natural geological cavities	Not identified
Non-coal mining	Not identified
Mining cavities	Not identified
Infilled land	Not identified

Radon	
Radon	Not identified

Energy Infrastructure	
Electricity transmission lines and pylons	Not identified

Planning constraints

Sites of Special Scientific Interest	Not identified
Internationally important wetland sites (Ramsar Sites)	Not identified
Special Areas of Conservation	Not identified
Special Protection Areas (for birds)	Not identified
National Nature Reserves	Not identified
Local Nature Reserves	Not identified
Designated Ancient Woodland	Not identified
Green Belt	Not identified
World Heritage Sites	Not identified
Areas of Outstanding Natural Beauty	Not identified
National Parks	Not identified
Conservation Areas	Not identified
Listed Buildings	Not identified
Certificates of Immunity from Listing	Not identified
Scheduled Monuments	Not identified
Registered Parks and Gardens	Not identified

Planning

Mobile phone masts	Identified
Mobile phone masts planning records	Identified

Contaminated land liability assessment methodology

As part of this report Groundsure provide a professional assessment of the risks posed by key environmental information which could lead to the property being designated as 'Contaminated Land' as defined under Part 2A of the Environmental Protection Act 1990. This assessment is based on the following data:

- historical land use (compiled from 1:10,000 and 1:10,560 maps)
- petrol stations, garages, energy features and tanks (compiled from 1:1,250 and 1:2,500 maps) – for se as.
- historic military / ordnance sites
- landfill and waste transfer/treatment or disposal sites (including scrap yards)
- current and recent industrial uses (as defined by PointX data)
- Catalyst petrol station
- Part A(1), Part A(2) and Part B Authorisations
- sites determined as Contaminated Land under Part 2A EPA 1990
- Planning Hazardous Substance Consents
- Environment Agency Recorded Pollution Incidents
- Dangerous Substances Inventory Releases (DSI)
- Red List Discharge Consent

The level of risk associated with the property is either Passed or Action Required. If the report result is Action Required it does not necessarily mean that the site is unsuitable for purchase, but only that further assessment of the risk associated with the site is required.

Method Statement

In assessing specific site risk, Groundsure follows principles used extensively throughout the environmental consultancy sector. Our system looks at the potential for specific industries to have generated residual contamination and for this contamination to remain at a site, or to have migrated to neighbouring sites. Scores are generated based on the system and if a site scores highly it indicates a high level of risk.

Limitations of the Study

This report has been prepared with the assumption that the site is for residential use and that no significant (re)development is planned. The screening process reviews historical mapping and a range of current databases. The historical land use database reviewed for this study does NOT include 1:2,500 or 1:10,000 scale maps except for Groundsure's additional information database of selected features namely tanks, energy features, petrol stations and garages. This additional information database covers the majority of the UK, but not all. Where 1:2,500 or 1:1250 scale maps are utilised all relevant and available map epochs to Groundsure are used. Additionally, this review does NOT include specific enquiries to the Local Authority who may hold additional information and it does not include a site visit/inspection. Attention is drawn to the Terms and Conditions of Groundsure Limited under which this service is provided.

Flood information

The Flood Risk Assessment section is based on datasets covering a variety of different flooding types. No inspection of the property or of the surrounding area has been undertaken by Groundsure or the data providers. The modelling of flood hazards is extremely complex and in creating a national dataset certain assumptions have been made and all such datasets will have limitations. These datasets should be used to give an indication of relative flood risk rather than a definitive answer. Local actions and minor variations, such as blocked drains or streams etc. can greatly alter the effect of flooding. A low or negligible modelled flood risk does not guarantee that flooding will not occur. Nor will a high risk mean that flooding definitely will occur. Groundsure's overall flood risk assessment takes account of the cumulative risk of river, tidal, surface water (pluvial), and groundwater flooding and historic flood events.

Risk of flooding from rivers and the sea

This is an assessment of flood risk for England and Wales produced using local data and expertise, provided by Environment Agency. It shows the chance of flooding from rivers in the six presented categories taking account of flood defences and the condition those defences are in. The model uses local water level and flood defence data to model flood risk.

Historic flood events

Over 86,000 events are recorded within this database. This data is used to understand where flooding has occurred in the past and provides details as available. Absence of a historic flood event for an area does not mean that the area has never flooded, but only that Environment Agency/Natural Resources Wales do not currently have records of flooding within the area. Equally, a record of a flood footprint in previous years does not mean that an area will flood again, as this information does not take account of flood management schemes and improved flood defence.

Surface water flooding

Ambiental Risk Analytics surface water flood map identifies areas likely to flood following extreme rainfall events, i.e. land naturally vulnerable to surface water or "pluvial" flooding. This data set was produced by simulating 1 in 30 year, 1 in 100 year, 1 in 250 year and 1 in 1000 year rainfall events. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though older ones may even be at risk in a 1 in 5 year rainstorm event.

Proposed flood defences

The data includes all Environment Agency/Natural Resources Wales's projects over £100K that will change or sustain existing flood defence in England and Wales over the next 5 years. It also includes the equivalent schemes for a Local Authority and Internal Drainage Boards.

Flood storage areas

Flood Storage Areas also act as flood defences. A flood storage area may also be referred to as a balancing reservoir, storage basin or balancing pond. Its purpose is to attenuate an incoming flood peak to a flow level that can be accepted by the downstream channel. It may also delay the timing of a flood peak so that its volume is discharged over a longer time interval. These areas are also referred to as Zone 3b or 'the functional floodplain' and has a 5% or greater chance of flooding in any given year, or is designed to flood in the event of an extreme (0.1%) flood or another probability which may be agreed between the Local Planning Authority and Environment Agency/Natural Resources Wales, including water conveyance routes. Development within Flood Storage Areas is severely restricted.

Groundwater flooding

Groundwater flooding is flooding caused by unusually high groundwater levels. It occurs as excess water emerging at the ground surface or within underground structures such as basements. Groundwater flooding tends to be more persistent than surface water flooding, in some cases lasting for weeks or months, and it can result in significant damage to property. This risk assessment is based on a 5m Digital Terrain Model (DTM) and 1 in 100 year and 1 in 250 year return periods.

Ambiental FloodScore™

The property has been rated as **Low** risk.

Flood Re is a joint initiative between the Government and the UK insurance market. The scheme was set up to provide affordable household insurance flood cover to UK residents at risk of flooding. There are some exemptions from the Flood Re scheme, which includes; new properties built after 1 January 2009, commercial property, buy to let properties and blocks of flats with four or more units. A full list of the exemptions can be found on the Flood Re website (<https://www.floodre.co.uk/can-flood-re-help-me-get-insurance-eligibility-criteria/>).

Ambiental's FloodScore™ risk rating provides an indication of the potential insurance risk classification, and subsequently the likelihood of a property being ceded into the Flood Re scheme from river, coastal and surface water flood only. It does not consider other factors required or assessed against a property for ceding into the Flood Re scheme, nor does it consider any other requirements for obtaining household insurance.

The Ambiental FloodScore™ is classified into six different bandings

Very High indicates a level of flood risk where standard insurance pricing for flood cover is likely to be subject to increased premiums and non-standard and/or additional terms. There is a very high possibility of the property being ceded into the Flood Re scheme by insurance companies, especially if there is a record of a previous flood at the property.

High indicates a level of flood risk where standard insurance pricing for flood cover is likely to be subject to increased premiums and non-standard and/or additional terms. There is a high possibility of the property being ceded into the Flood Re scheme by insurance companies, especially if there is a record of a previous flood at the property.

Moderate-High indicates a level of flood risk where standard insurance pricing for flood cover is likely to be subject to increased premiums and non-standard and/or additional terms. There is a moderate possibility of the property being ceded into the Flood Re scheme by insurance companies, particularly if there is a record of a previous flood at the property.

Moderate-Low indicates a level of flood risk where standard insurance pricing for flood cover may be available but may be subject to increased premiums and non-standard and/or additional terms. There is a low possibility of the property being ceded into the Flood Re scheme by insurance companies, unless there is a record of a previous flood at the property.

Low indicates a level of flood risk where insurance cover for flood may be relatively easily obtained as part of a standard household insurance policy. There is a very low possibility of the property being ceded into the Flood Re scheme by insurance companies, unless there is a record of a previous flood at the property.

Very Low indicates a level of flood risk that should not have any impact on the provision of flood cover for the property.

Search Code and Groundsure terms and conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: info@groundsure.com which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

The Search Code

- provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom
- sets out minimum standards which firms compiling and selling search reports have to meet
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in firms which subscribe to the code, the products and services

By giving you this information, the search firm is confirming that they keep to the principles of the Code which provides important protection for you.

The Code's core principles

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- act with integrity and carry out work with due skill, care and competence
- at all times maintain adequate and appropriate insurance to protect consumers
- conduct business in an honest, fair and professional manner
- handle complaints speedily and fairly
- ensure that products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

Complaints Advice

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under the firm's formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under the Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered a financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Code.

Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not to TPOs or to the PCCB.

TPO's contact details

The Property Ombudsman scheme, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306 Fax: 01722 332296 Email: admin@tpos.co.uk Web: <https://www.tpos.co.uk/>

You can get more information about the PCCB from <https://pccb.org.uk/>.

PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE

COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

- acknowledge it within 5 working days of receipt
- normally deal with it fully and provide a final response, in writing, within 20 working days of receipt
- keep you informed by letter, telephone or e-mail, as you prefer, if we need more time
- provide a final response, in writing, at the latest within 40 working days of receipt
- liaise, at your request, with anyone acting formally on your behalf

Complaints should be sent to:

Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000 Email: info@groundsure.com If you are not satisfied with our final response, or if we exceed the response time, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk We will co-ordinate fully with the Ombudsman during an investigation and comply with their final decision.

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